

## **Los Angeles County Waterworks Districts**

### **Phased Water Conservation Plan Frequently Asked Questions (FAQs)**

**1. How is the Target Quantity (Allocation) calculated for residential customers with meters one (1) inch and smaller?**

Per the Rules and Regulations of the Los Angeles County Waterworks Districts and the Marina Del Rey Water System, the Target Quantity (Allocation) was determined by taking the average water usage for similar sized meters one inch and smaller, for each billing cycle in 2013, within specific regions in each District, and applying the State mandated water reduction percentage.

**2. How is the Target Quantity (Allocation) calculated for residential customers with meters larger than one and a half (1.5) inches?**

Per the Rules and Regulations of the Los Angeles County Waterworks Districts and the Marina Del Rey Water System, the Target Quantity (Allocation) was determined by using individual customer usage, for each billing cycle in 2013, within each District and applying the State mandated water reduction percentage.

**3. Are vacant homes considered when you calculate the average water use for a region?**

No, only active accounts are considered when calculating the average water use for a region. Inactive accounts are not considered in any calculations for the Target Quantity (Allocation).

**4. If the water use reduction percentages (32% or 36%) are set by the State Water Board, why does the letter sent to me show that I need to conserve more than that, up to 70 to 80%?**

The table provided on each customer's letter has a "Reduction Required" row, which indicates how much each customer must reduce their individual usage from their 2014 usage in order to meet the Target Quantity (Allocation).

Customers that have historically used more water than average in their region will have to reduce more than the 32 or 36 percent that the State Water Board has mandated. Conversely, customers that have historically used less water than average will have to reduce less.

**5. How am I expected to cut my water usage by fifty, sixty, seventy, or eighty percent?**

According to research from the Pacific Institute and the National Resources Defense Council, outdoor water use and irrigation in drier climates can be as high as 80 percent of a household's water usage.

Utilizing potable water to water grass and lawns is not a necessity. Reducing outdoor watering and replacing existing landscaping with drought tolerant planting can significantly reduce a household's total water usage. For more information on how to conserve water, you can visit the Districts' conservation webpage at [www.lacwaterworks.org/Conservation/Tips.aspx](http://www.lacwaterworks.org/Conservation/Tips.aspx).

**6. My property does not have grass or lawn. Why am I being asked to conserve water?**

Typically, households that do not have outdoor lawns or grass will not be above the Target Quantity (Allocation) as they do not have a significant amount of outdoor water use. However, there may be other factors that contribute to above average water use, including leaks or issues with the customer's meter.

For assistance with performing a water audit for your home, contact the Waterworks Districts office in your District. Contact information for each Waterworks District office can be found at [www.lacwaterworks.org/CustomerService/ContactUs.aspx](http://www.lacwaterworks.org/CustomerService/ContactUs.aspx).

Additional water conservation tips can be found on the Districts' website at <http://www.lacwaterworks.org/Conservation/Tips.aspx>.

**7. What is the Appeals Process if I want to appeal my Target Quantity (Allocation)?**

Customers may file an appeal by submitting an Application for Relief from Compliance.

The Application can be found on the Districts' website at [www.lacwaterworks.org/Conservation/PhasedWaterConservationPlan](http://www.lacwaterworks.org/Conservation/PhasedWaterConservationPlan) or at local district offices.

Customers must file an appeal within twenty (20) days of the implementation of the Phased Water Conservation Plan, which was implemented by the Los Angeles County Board of Supervisors on June 8, 2015.

**8. Why are you comparing all households the same when some households have more inhabitants? If I have more than eight (8) people in my household, it is not fair to compare my water usage with a household that only has one person.**

Single family, residential households with an above average number of occupants may file an appeal of their Target Quantity (Allocation) by submitting an Application for Relief from Compliance.

**9. What is the process for determining water use reductions for apartments or multi-family dwellings?**

Apartment buildings and multi-family dwellings typically have meters greater than one inch in size and are subject to the State mandated reduction percentages based on their usage from 2013. Apartments and multi-family dwellings with meters one inch or smaller may file an appeal of their Target Quantity (Allocation) by submitting an Application for Relief from Compliance.

**10. What is the process for determining water use reductions for commercial properties?**

Commercial properties typically have meters greater than one inch in size and are subject to the State mandated reduction percentages based on their usage from 2013. Commercial properties with meters one inch or smaller may file an appeal of their Target Quantity (Allocation) by submitting an Application for Relief from Compliance.

**11. I need to perform repairs for my pool, which will require me to dewater and then refill my pool. Will I go over my Target Allocation and face a surcharge?**

In-ground pool capacity can range anywhere from 10,000 to 40,000 gallons. Refilling an above ground pool between those volume ranges would result in a water consumption of 13 to 53 units of 100 cubic feet (1 unit = 100 cubic feet = 748 gallons). Therefore, the customer would have to compare their Target Allocation to their individual usage to make this determination.

**12. Do the surcharge rates under the Phased Water Conservation Plan replace and/or supplement the existing rate structure?**

The Phased Water Conservation Plan has established rates and the surcharges included in it, which replaces the existing rate structure for the Waterworks Districts. The rates and surcharges under the Phased Water Conservation Plan will remain in place until the Board of Supervisors formally ends the Phased Conservation Plan.

**13. How do I review my prior water usage, prior bills, and other billing information?**

Customers can review their water usage from the My Waterworks Account Manager (MyWam) Billing feature on the Waterworks website, which can be found at the following link, <http://www.lacwaterworks.org/MyWAM/OnlineBilling.aspx>.

**14. I have never used the My Waterworks Account Manager (MyWam) online service. How do I create an account?**

Instructions on creating and getting started with your MyWam can be found at [http://www.lacwaterworks.org/Documents/Registration\\_Help.pdf](http://www.lacwaterworks.org/Documents/Registration_Help.pdf).